National Verifier and NLAD Staging Guide: Testing Three New Tribal Error Codes

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Staging and Production Releases

On **Tuesday, September 15, 2020**, USAC is releasing updates to the National Lifeline Accountability Database (NLAD) production environment to enhance system messaging for Tribal enrollment errors. At that time, three new, more specific errors that relate to the Tribal Benefit flag will be available.

To help service providers prepare for the upcoming release, these errors are available in the NLAD staging environment for testing.

New Tribal Error Codes

The chart below outlines the three new Tribal error codes available for testing, what the errors mean, and how representatives should address the errors.

Error Message	Description	Resolution Process
TRIBAL_BENEFIT_FLAG_NONTRIBAL_ NLAD_LOCATION: Tribal Benefit Flag cannot be applied for this location. The location was verified by USAC and does not qualify for Tribal.	The consumer does not live on federally-recognized Tribal lands and is not eligible for the enhanced benefit.	The consumer must be enrolled without the Tribal lands flag to receive Lifeline-supported service.
TRIBAL_BENEFIT_FLAG_DEFICIENT_ CONSUMER_INFO: Tribal Benefit Flag cannot be applied for this location. The location cannot be verified by USAC and the consumer has provided	The consumer does not yet have a qualified application in the National Verifier for this transaction.	If it is an enrollment/transfer, the consumer must finish qualifying. If it is an update, the consumer must complete an address update in the National Verifier portal, or the service

insufficient information in the National Verifier.		provider should assist the consumer to start a new application and resolve the address errors. *At the time of the new address update workflow production release (date currently TBD), the guidance to resolve the error in update transactions will change.*
TRIBAL_BENEFIT_FLAG_NONTRIBAL_ CONSUMER_LOCATION: Tribal Benefit Flag cannot be applied for this location. The location cannot be verified by USAC and the information provided by the consumer in National Verifier confirms the location is non-Tribal or is invalid.	The consumer has a qualified application in the National Verifier, but the latitude and longitude provided indicate they do not reside on Tribal lands **or** the lat/long provided are not in the same state as the subscriber's residential address.	If the service provider believes the consumer's address should be on Tribal lands, they can contact USAC at LifelineProgram@usac.org to request additional information and to provide more accurate information if applicable.

How to Produce the New Errors During Test Enrollments

The guidance below outlines how you may test the new Tribal error codes during NLAD enrollments in the staging environment. **Always** use test data (never use real PII) when submitting information in the NLAD and/or National Verifier staging environments.

TRIBAL_BENEFIT_FLAG_NONTRIBAL_NLAD_LOCATION

Step 1: Use the National Verifier staging environment to submit a test application. You can also use the National Verifier APIs in the staging environment.

 Step 2: Follow the guidance outlined below when submitting a test application.

- In the **first name field**, use a first name that begins with the **letters A-E**. This will ensure the test consumer passes the duplicate subscriber and duplicate address checks.
- In the **last name field**, use a last name that begins with the **letters A-C** or begins with the letters **V-Z**. This will ensure the test consumer passes all TPIV checks.
- In the **SSN4 field**, enter four digits. **The first number should be an even number**. This will ensure the test consumer passes the eligibility check.
- In the **address street number and name field**, use a street name that begins with **letters A-M**. This will ensure the address **will pass** the address checks. For the city, state, and zip code, use a real location that does not have Tribal lands, such as Oklahoma City or Washington, DC.
- Do **not** use an address that belongs to a mock subscriber already "enrolled" in NLAD staging unless you intend to trigger the duplicate address workflow in NLAD.

Step 3: After the test application is qualified, use the NLAD staging environment to attempt to perform the enrollment:

- Select the Tribal benefit flag, and
- Attempt to submit the transaction.

TRIBAL_BENEFIT_FLAG_DEFICIENT_CONSUMER_INFO

Step 1: Use the NLAD staging environment to attempt to perform the enrollment.

Step 2: Attempt to enroll a test consumer in NLAD staging. Use an address that will **not pass** USPS validations.

- Do **not** use a subscriber who has a qualified record in the National Verifier staging environment.

Step 3: Select the Tribal benefit flag.

Step 4: Submit the transaction.

TRIBAL_BENEFIT_FLAG_NONTRIBAL_CONSUMER_LOCATION

Step 1: Use the National Verifier staging environment to submit a test application.

Step 2: Follow the guidance outlined below to ensure that the only error you receive is an address error when submitting a test application.

- In the **first name field**, use a first name that begins with the **letters A-E**. This will ensure the mock consumer passes the duplicate subscriber and duplicate address checks.
- In the **last name field**, use a last name that begins with the **letters A-C** or begins with the **letters V-Z**. This will ensure the test consumer passes all TPIV checks.
- In the **SSN4 field**, enter four digits. **The first number should be an even number**. This will ensure the mock consumer passes the eligibility check.
- In the **address street number and name field**, use a street name that begins with **letters N-Z**. This will ensure the address **will fail** the address check. When you drop a pin to resolve the address error on the National Verifier mapping tool, **drop the pin in an urban or otherwise non-Tribal area (ex. NYC)**.
- Do **not** use an address that belongs to a mock subscriber already "enrolled" in NLAD staging unless you intend to trigger the duplicate address workflow in NLAD.

Step 3: Submit the test application.

Step 4: After the test application is qualified, use the NLAD staging environment to attempt to perform the enrollment:

- Select the Tribal benefit flag, and
- Attempt to submit the transaction.